



# NADEEM AKHTAR

## IT MANAGER

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North Goa INDIA

MALE  
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## SKILLS

Windows Server & Network Administration



IT Security Administration



IT Service Management



Cloud Computing



End User Computing



Program & Project Management



Tech Support On-Site



Hotel IT Operations & Management



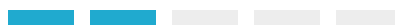
Administration & Operations



AWS Cloud



Azure



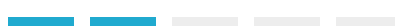
Office 365



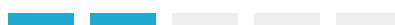
VMware



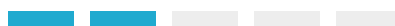
PHP



C++ Basics



Python



## OBJECTIVE

Professional with over 5+ years of experience in managing IT support areas operations in Hotel Industry, Government Departments on Contract, Call Center and IT Filed Work. Proven Capability to build and manage high Performing team. Board and deep Understanding of IT Solutions, Project management, technology Consulting and IT services management. Excellent interpersonal and good communication skills.

## EDUCATION

**KALINGA UNIVERSITY**  
**BCA. KALINGA BOARD**

**JAMHOOR HIGH SCHOOL & JR. COLLEGE**  
**HSC. NASHIK BOARD**

**JAMHOOR HIGH SCHOOL & JR. COLLEGE**  
**SSC. NASHIK BOARD**

## WORK EXPERIENCE

**AMRITARA AURA HOTEL & SPA RETREAT. GOA**

DEC 2021 - AT  
PRESENT

### IT MANAGER

Hotel IT Systems & Network Infrastructure. Windows Server 2019, Windows 10, Windows 7, Hotelogix Cloud Base PMS & Lucid, POS Systems, Posist Material Management Cloud Base, D-Link Router & Switches, Ubiquiti Access Points, IP & Ana-loge CCTV, Tally, MS-Outlook, Microsoft Office 2010, CP - Biomatrices, Epson Projector, Tablet, Live Events and Video conference. Support daily operation to HP network printers, Quick Heal Antivirus, Mini billing & KOT printers. WIFI Authentications.

**LA ALPHONSO MARINA RESORT & SPA. GOA**

OCT 2019 - APRIL 2021

### IT MANAGER

Handled Hotel IT Systems & Network Infrastructure. Windows Server 2016, Windows 10, Web Mail, Hotel Cloud ERP, C-Panel, POS System, PC Hardware, IP CCTV, Tally, Microsoft Office 2010, Exceed, Win HMS, Photoshop CS, Remote Support, NEC Projector, Tablet, Live Events & Video conference, Support daily operation to Brother Printers, KOT &

## CERTIFICATIONS

Big Data Engineer

Training Certificate CCNA

One Year Diploma in Computer  
Hardware & Networking

MCP

Microsoft Certified Windows  
Server 2003

Computer Hardware  
Maintenance A+

MS-CIT

## HOTEL PMS

Win HMS

Exceed

Lucid

Hotelogix

Opera

Cloud ERP

Ezee Absolute

IDs

Posist

View Point Cloud

## INTERESTS

TRAVELLING

SOLO RIDING

billing printers, Website Console, WIFI Authentication, Biometrics, User management, MS outlook, TCP/IP, Router, Emails and Rio Lock Door Administrations. Daily SLA, Staff Administration, Recruitment & trainer.

**TERA SOFTWARE PRIVATE LIMITED. (JOIN NOV 2012 - APRIL 2015  
VENTURE OF VISION TECHNICAL SERVICES).**

**MALEGAON**

**SITE ENGINEER L2 & L3 (Government MSTD PROJECT)**

Worked on Government sector at Malegaon Sales Tax department users support on MSTD Project. RnD to make work easy for users. Provide IT Support to the users including PC Hardware, HP Printer Network Support, Symantec Antivirus, Server 2003, LAN, Office Application such as a Microsoft Office 2007, Outlook and VNC, Windows Packs 03/07/8.1 & Red Hat Linux, HP Desktop, Dell All in one Desktop, TCP/IP, Network Security and Firewall. Emails, Daily and monthly checklist report. Monitor, Maintain and perform regular test on IT equipment. Support level 3 to another site via Remotely. User Management, Support Mail Mahavat and office Administration.

**RELIANCE BPO PRIVATE LIMITED. NEW MUMBAI SEP 2012 - NOV 2012  
CUSTOMER SUPPORT ASSOCIATE (CSA)**

Handle 90 SLA technical calls Daily and primary task of a BPO executive is to handle calls from Customer or clients and provide them with solution to their queries. Must discuss a matter with its supervisor or team leader to get any issue sorted. Internet setting, Modems, Internet Plans.

**PC DOCTOR PRAVITE LIMITED. MALEGAON MAY 2010 - JUNE 2011  
NETWORK ENGINEER**

Installing & Configuring Hardware, Windows Packs, Servers, Software's, Network Devices, Network Design. Cabling, Assemble Computers Hardware, Printers, WIFI Setup, Antivirus Installation, TCP/IP, Router, Projector, MS Outlook, CCTV, Laptop, Notebook, Desktop, Sales & Services, Handle AMC calls and visit clients' sites.

**LANGUAGE**

ENGLISH, HINDI, URDU

## ACHIEVEMENT

In Past 2 years successfully done 5 pre-opening with brand hotels full IT setup project. Management Company's Representative coordinating all of the pre-opening activities on hotel and coordinates with the construction team. Project management including research of equipment, materials, supplies and methods, sourcing and negotiating qualified Supplier or contractors' bids, reviewing contracts, and quality control during all stages of the project. Ensure the plans, once approved, are properly executed. Ensure operational standards are communicated, trained, and maintained. Assist and coordinate timely budget and forecasts regarding, but not limited to business levels, financial requirements, personnel needs and organization plans needed to support the resort operations.